Steps for 'service request'

Click here

Steps for 'service request'

Example: Fare rules enquiry

Service request summary

New service request

Service request

From the drop down select
Fare rules enquiry

All fields are required unless marked as optional.

SERVICE REQUEST TYPE
Fare Rules Enquiry

Service Request Type
GSO access
Ticket status
RA status
ADM query
ZYK Lounge Access
BSP ticketing authority
Capping
General Enquiries
Fare Rules Enquiry

Request information

PNR Autofill helps you automatically fill in
passenger name and itinerary directly from a PNR.

Click here to retrieve a PNR

CATHAY PACIFIC
MOVE BEYOND

Example: Fare rules enquiry

New service request

Service request

All fields are required unless marked as optional.

SERVICE REQUEST TYPE
Fare Rules Enquiry ⌄

Request information

PNR Autofill helps you automatically fill in passenger name and itinerary directly from a PNR.

Click here to retrieve a PNR ⌄

Select 'click here to retrieve a PNR'

RLOC

Passenger 1

Passenger name (optional)

E-ticket number (optional)

+ Add passenger

Account Manager(optional) ⌄

Please do not provide any personal data such as personal information(e.g. full name, date of birth, etc.), personal identification information(e.g. travel document details, national ID details etc.), or personal account numbers (e.g. credit card or bank account number, etc.) in your message.

Remarks (optional)

CATHAY PACIFIC
MOVE BEYOND

Example: Fare rules enquiry

Step1: Update passenger 'Family name' 'RLOC'

All fields are required unless marked as optional.

SERVICE REQUEST TYPE
Fare Rules Enquiry

Request information

PNR Autofill helps you automatically fill in passenger name and itinerary directly from a PNR.

Family name

RLOC

Retrieve

Cancel ⌃

Step 2: Click 'Retrieve'

RLOC

Passenger 1

Passenger name (optional)

E-ticket number (optional)

+ Add passenger

Step 3: Update ' ticket number'

Account Manager(optional)

Step 4: Select account manager name from drop down

Please do not provide any personal data such as personal information(e.g. full name, date of birth, etc.), personal identification information(e.g. travel document details, national ID details etc.), or personal account numbers (e.g. credit card or bank account number, etc.) in your message.

Remarks (optional)
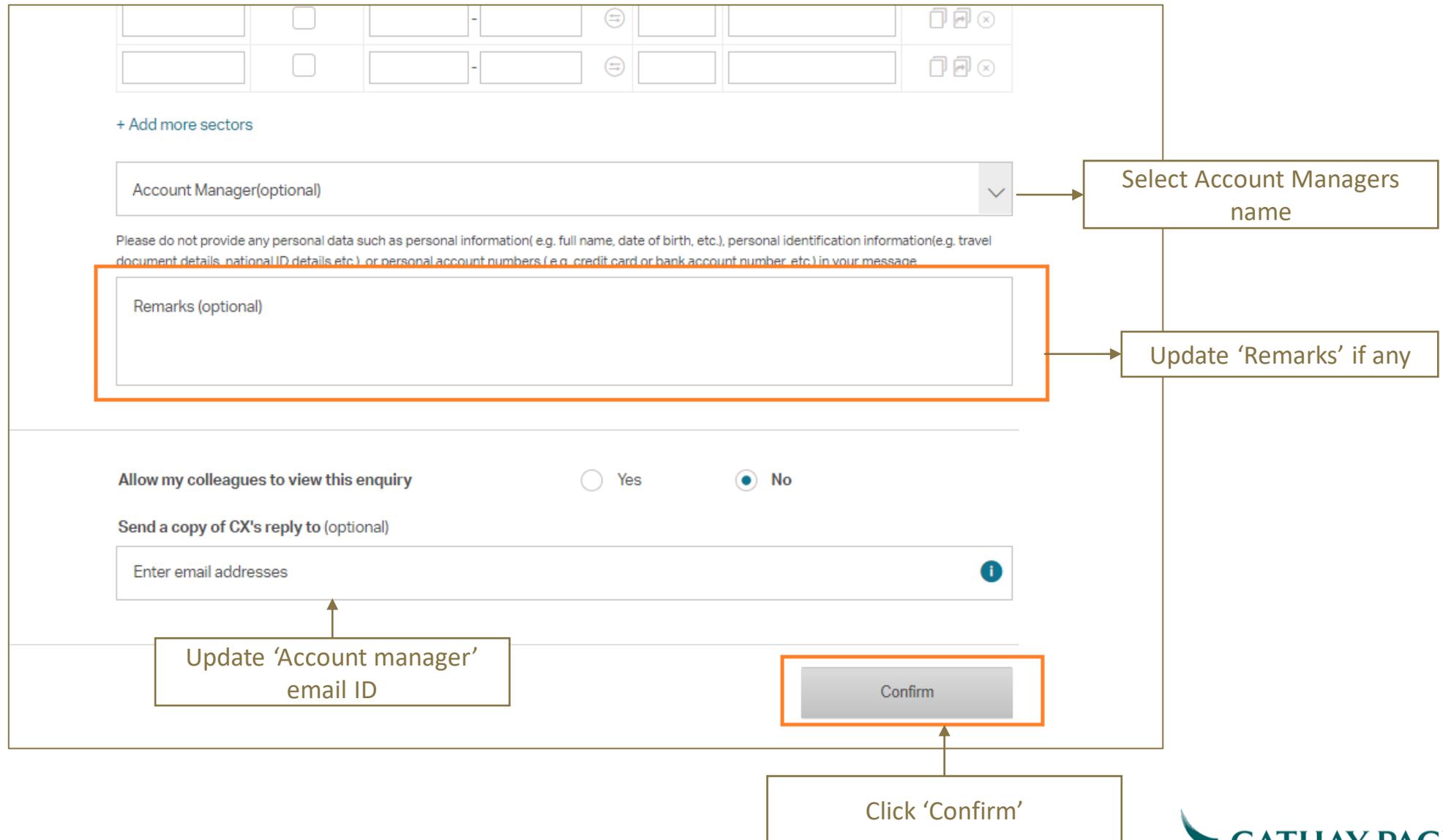
Attachment (optional)

Please do not provide personal account numbers (e.g. credit card or bank account number, etc.) in the attachment.

Drag and drop file to upload

or, choose file

doc/docx, gif, png, jpg/jpeg, tif/tiff, xls/xlsx, csv, txt, pdf only. Max file size:2MB

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MOVE BEYOND

Example: Fare rules enquiry

Example: Fare rules enquiry

Remarks (optional)

Please verify and confirm the service request.

Service request type   RLOC

Fare Rules Enquiry

Account Manager

-

Remarks

-

Attachment

-

email notif

Allow my colleagues to view this enquiry

No

Send a copy of CX's reply to

-

Click 'Confirm'

Cancel   Confirm

CATHAY PACIFIC
MOVE BEYOND